

California Public Utilities Commission
Consumer Protection and Enforcement Division
Consumer Affairs Branch

**Energy Industry
Consumer Contacts that Require Enhanced Processing
Presented by Utility Company, Category and Subcategory
July 2018**

This report presents a subset of total consumer contacts reported in Table 1. This data represents consumer contacts that require enhanced processing for resolution of consumers' complaints. These cases are known as Informal Complaints (ICs) and are sent to the appropriate utility for investigation. The utility must respond to the CPUC and address the allegations of the complaint. The following table reports the ICs by utility company and the nature of the complaint by category and the more specific subcategory.

Table 2 - Energy Industry Contacts: The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.

Utility Code	Utility Name	Category	Subcategory	Count
ESP1092	Just Energy Solutions, Inc.	Billing	High Bill	1
		Policy and Practices	Abusive Marketing	1
Just Energy Solutions Inc. Total				2
ELC933	Liberty Utilities (CalPeco Electric) LLC	Billing	Backbilling	1
Liberty Utilities (CalPeco Electric) LLC Total				1
ELC6	Marin Clean Energy	Billing	High Bill	1
		Policy and Practices	Abusive Marketing	2
		Public Purpose Programs	Net Energy Metering (NEM)	1
Marin Clean Energy Total				4
ELC39, GAS39, MUL39, STM39	Pacific Gas & Electric Company	Billing	Balance/Level Pay Plan	1
		Billing	Crossed Meter Billing	1
		Billing	Deposits	7
		Billing	Disputed Customer of Record	4
		Billing	Energy Diversion	3
		Billing	Estimated Billing	2
		Billing	High Bill	14
		Billing	Meter Inaccuracy	1
		Billing	Meter Reading Issue	1
		Billing	Other Charges	2
		Billing	Payment Arrangements	7
		Policy and Practices	Safety	14
		Policy and Practices	SMART METER	1
		Public Purpose Programs	Net Energy Metering (NEM)	6
		Service	Delayed Orders/Missed Appointments	14
		Service	Disconnection Non Payment	1
		Service	Outage	13
Service	Refusal To Serve	1		
Service	Voltage Levels	1		
Pacific Gas & Electric Company Total				94
ELC901	Pacificorp	Policy and Practices	SMART METER	1
Pacificorp Total				1

Utility Code	Utility Name	Category	Subcategory	Count
ELC902, GAS902, MUL902, STM902	San Diego Gas & Electric Company	Billing	High Bill	11
		Billing	Meter Inaccuracy	1
		Billing	Meter Reading Issue	1
		Public Purpose Programs	Net Energy Metering (NEM)	2
		Service	Disconnection Non Payment	2
		Service	Outage	1
San Diego Gas & Electric Company Total				18
ELC215	Silicon Valley Clean	Billing	Bill Adjustment	1
Silicon Valley Clean Total				1
ELC338, GAS338, MUL338	Southern California Edison Company	Billing	Backbilling	1
		Billing	Bill Adjustment	3
		Billing	Bill Not Received	6
		Billing	Crossed Meter Billing	3
		Billing	Deposits	4
		Billing	Disputed Customer of Record	8
		Billing	Estimated Billing	1
		Billing	High Bill	9
		Billing	Late Payment Charge - LPC	1
		Billing	Master/Sub Meters (Mobile Homes)	1
		Billing	Other Charges	3
		Billing	Payment Arrangements	4
		Policy and Practices	Safety	1
		Public Purpose Programs	CARE Recertification	2
		Public Purpose Programs	Net Energy Metering (NEM)	5
		Service	Delayed Orders/Missed Appointments	4
		Service	Disconnection Non Payment	1
		Service	Outage	21
		Service	Refusal To Serve	2
Service	Voltage Levels	4		
Southern California Edison Company Total				84
GAS904	Southern California Gas Company	Billing	Bill Adjustment	1
		Billing	Deposits	2
		Billing	High Bill	4
		Billing	Meter Reading Issue	1
		Billing	Other Charges	3
		Billing	Payment Arrangements	3
		Service	Delayed Orders/Missed Appointments	4
Southern California Gas Company Total				18
Total ICs Sent ¹				223

1 Due to the carryover of cases received in previous months, there are slight differences between the total number of ICs sent to the utilities and the number of written contacts received in a month.